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Interaction Server Deployment Guide

UTF-8 Support

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Interaction Server supports UTF-8 encoding on UNIX and Windows platforms. Generally, the server follows the locale setting of the operating system: on UNIX platforms, the LANG environment variable; on Windows, the system locale in the Control Panel settings.

Interaction Server automatically detects the UTF-8 mode of Genesys Configuration Server and overrides its own locale to UTF-8 on all platforms. In this case, both Genesys Configuration Server and Interaction Server use UTF-8 encoding internally and for communication. For a non-UTF-8 Configuration Server, it is important to have the same system locale setting on all systems that run Genesys components in order for all components to use and communicate with the same ANSI or UTF-8 encoding.

It is possible, but not recommended, to override Interaction Server's locale setting by using the command line argument `-codepage <locale name>`. This might be useful in a situation, for example, in which all components use UTF-8 encoding except for a legacy, non-UTF-8 Configuration Server.

Note that Windows does not natively support the UTF-8 locale and it is not possible to set the system locale in the Control Panel to UTF-8. In this case, the command line argument `-codepage en_US.UTF-8` (or simply `-codepage UTF-8`) can be used to override Interaction Server's locale. Again, this is not necessary with a UTF-8 Configuration Server, since Interaction Server can detect that automatically.